



CDEM Resilience Fund project application form

Application for CDEM Resilience Collaborative fund approval	
Project title	Contacts and Information Management
Date of application	September 2014
Details on application	
Lead local authority	Northland Regional Council EMG
CDEM Group	Northland
Other local authorities or Groups supporting the proposal	Kaipara District Council, Whangarei District Council, Far North District Council.
Project description	
<p>Executive Summary</p> <p>The Northland Civil Defence & Emergency Management Group has been successful in the securing funding for the redevelopment and updating of its Community Response Plans (CRP's) to an electronic format that was better suited for "on-line" use. This redevelopment required significant changes to what was included in the current plans with the emphasis changing from a purely "Response" focused document to an "All Hazards - Readiness / Response / Recovery" format.</p> <p>The document changed from a "Microsoft-Word" structure to a fit-for-purpose electronic layout that met current best practice emergency management messaging, branding, publishing and on-line standards.</p> <p>One of the areas of change in the new electronic CRP's (eCRP's) was the non-inclusion of the many variations of personal contacts i.e. home / private / workplace phone numbers, cellphone numbers and email addresses of community response group members. However, the perceived need for personal and community contacts within the various CRP's was a recurring theme during the consultation and development phase of the eCRP's.</p> <p>It is apparent that a different approach is required to meet the requirements of maintaining up-to-date and comprehensive contact lists by utilising current information management technology.</p> <p>Utilisation of the "Contacts Module" of EMIS is seen as an effective method of storing and retrieving community response group details in a secure environment, as well as having these details automatically available for activating or informing groups during emergencies.</p> <p>The logistics and challenges of maintaining multiple lists of contacts in the numerous CRP's has become an onerous task, with the reviews of CRP's focusing mainly on updating personnel contact details while the hazardscape's and risks threatening communities do not change markedly over time.</p> <p>Addressing the privacy requirements of publishing people's numbers and contact details on council websites by the public and scrutiny by the media over real or perceived breaches of confidentiality of personal information is a significant corporate risk.</p> <p>The use of EMIS and current information management technology such as smart-phones and tablets in particular to store and maintain people's information in a dynamic social and emergency management environment needs to be incorporated into the on-going community engagement and development of eCRP's.</p>	

Problem / Opportunity

By integrating eCRP's and the personal contact information of community response group members into EMIS and empowering community response groups through better understanding of modern technology such as tablets and smart-phones and how they can fit together, the ability to build resilient communities will be further enhanced.

Strategies:

1. Partnering and researching with a tertiary institution into current best practice for the timely updating of contact information and database management, particularly in the emergency management environment.
2. Encouraging and educating community response groups to better utilise smart-phone and tablet technology to update and retrieve contact information.
3. Imbedding community response group member information into the "Contacts Module" of EMIS for use by emergency management officers and controllers during events.
4. Imbedding eCRP GIS information into EMIS which will enable the development of a "common operating picture" where a controller can more quickly gain an appraisal of the current status of a community.
5. Provision of tablets to emergency management staff as an emergency management tool and education device.

Alignment with identified goals and objectives

Enable alignment with national recommendations for consistency within the EMIS.

Enhance use of the EMIS within the CDEM Sector.

Deliver improvements to capability in line with capability assessment reports.

Enhance the development and rollout of the integrated training framework.


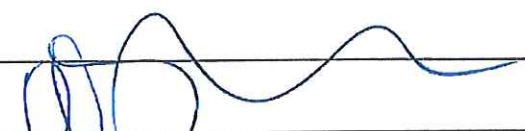
Enable the adoption of public alerting tools such as a national smartphone application and social media monitoring and engagement.

Dissemination of benefits to sector

There are multiple benefits to various sectors in developing a simple electronic system for updating, storage and use of contacts across a range of stakeholders.

Project design

Project manager	Northland CDEM Group
Other project members	Northland CDEM Group members
External providers/contractors	Database developer / Northland Institute of Technology – NorthTec

Deliverables		
Milestone	Date for completion	Cost
Develop trial and commission an emergency management contact database.	March 2016	\$20,000.00
Identified risks		
Risk	Suggested management	
ICT / Database technical expertise	Partnership with NorthTec for database development and technical support.	
Funding request and use		
CDEM Resilience Fund	\$20000.00	
CDEM Contribution to development	\$10000	
Application confirmation		
Approval of Chief Executive		
CDEM Group comment		
Comment		
Approval of Coordinating Executive Group Chair	